Iowa Gambling Treatment Program 1-800 BETS OFF Helpline Annual Summary for FY2010

Total Calls: 6272	Avg. Call	Avg. Call Length: 2 minutes			Male: male:	51% 49%
Day of Week:	Time of Day:		Monthly Call Totals			
Monday 16%	Midnight - 8 a.m.		10%			
Tuesday 14%		.m Noon	23% 31%	June-10	5	06
Wednesday 15%		Noon - 4 p.m.		May-10 -		542
Thursday 16%	·	m 8 p.m.		April-10	50	01
Friday 17%	8 p.m.	- Midnight	13%			
Saturday 12% Sunday 10%				March-10		565
Sullday 10 %				February-10		560
Topics:				January-10		568
Casino banning/ir	nfo/buffet, etc.	1513	24%	December-09 -	481	
Gambler's Anonymous info		128	2%	November-09	483	
Lottery issue/question		352	6%	October-09		525
Media/Press		0	0%			
Need local # for treatment center		76	1%	September-09	49	
Other gambling related issue/? Request for BETS OFF info pack		113 83	2% 1%	August-09	50	00
Request for gambling ed materials		24	0%	July-09		544
Treatment inquiry for self		1219				550 600
Treatment inquiry for other		521				
	Other	2330	37%			
Outcomes:				Caller's	s Relation	onship
Instructed to contact casino		1373	22%	to Gam	bler:	
Provided gambling assistance/counseling		90	1%	Child 101		
Referred to IDPH		4	0%	Educator/Counselor 17		
Referred to Iowa Lottery		333	5%	Friend 113		
Referred to national number		578	9%	Husband 53		
Referred to treatment provider		1341	21%	Other 50		
Request sent/referral to ISAIC Supplied requested info		15 156	0% 2%	Other relative 106 Parent 52		106
Unable to assist		47	2% 1%	Self 1620		
Other		2342	37%	Wife 76		
Referrals:				Where		
		14%	Where Caller Heard About Helpline:			
ADDS of Southeast fowa (11) Allen Memorial Hospital (4)		135	10%	2-1-1 4		
Problem Gambling Services (7)		495	37%	Billboards 53		
Community and Family Resources (2)		24	2%	Casino 310		
Family Service (9)		111	8%	Family 19		
River Hills Recovery Center (6)		79	6%	Friends 32		
Compass Pointe (1)		39	3%	Lottery 108		
Substance Abuse Services (5)		225	17%	Newspaper 2		
Prairie Ridge Treatment Center (3)		44	3%	Radio 27		27
The number behind the agency					Other	118
name refers to the service area it covers				Spouse/F		3
					TV	163